
Tax Commission Employee Code of Conduct

Conduct Statement

We affirm our commitment to engage in conduct, which is consistent with the best interest of the state, the agency and the public. We agree to uphold the laws, rules and regulations of the State and Federal Government and internal policies and procedures of the agency. We shall fulfill our function to collect tax revenue and equitably administer assigned tax and motor vehicle laws.

The purpose of this Conduct Code is to protect the Tax Commission and its employees from criticism and alleged or real conflicts of interest or unethical practices.

Conduct Code

1. We will maintain the public trust and not engage in activities that may damage the credibility or functioning of the agency.
2. Customer service shall be of utmost quality and importance for both internal and external customers.
3. Confidential information will not be given to unauthorized individuals.
4. False or misleading information shall not knowingly be given by any individual employed by the Tax Commission.
5. Position should not be used to intimidate or threaten the public for personal gain.
6. Gifts and gratuities shall not be accepted that influence or could be perceived as influencing decisions that employees make as a function of their position.
7. Unless otherwise authorized, state funds, resources, time or equipment shall be used only for state business.

8. We have the responsibility to provide a consistent and equitable environment for customers and employees.
9. We shall maintain the appropriate mental and physical state necessary to perform assigned duties and be free from chemical impairment during work hours.
10. A work environment which is free from harassment shall be maintained.
11. We shall interact in a professional and respectful manner.
12. Personal appearance shall be appropriate for job assignment.
13. Assigned work hours shall be respected with appropriate break and lunch periods.
14. Appropriate skills shall be maintained for job assignments and training will be provided by the Tax Commission when necessary.
15. The appropriate chain of command shall be followed when addressing concerns, seeking and disseminating information.
16. It is the responsibility of the Tax Commission to provide all employees access regarding policies and procedures. Management shall also assist employees in understanding said information and documents.